Service Description

Updated as of 2015-07-24

<table>
<thead>
<tr>
<th>Service Category:</th>
<th>Teaching and Learning</th>
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<tr>
<td>Service Name:</td>
<td>Educational Technology Consulting and Training</td>
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<tr>
<td>Aliases:</td>
<td>Teaching with Technology</td>
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<td>Service Owner:</td>
<td>Director of Educational Technology and Interactive Media</td>
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<td>Process Manager:</td>
<td>Instructional Designer</td>
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**Description:**

This service ensures that faculty and other course creators have the knowledge and assistance they need to optimize their effectiveness in using teaching and learning technologies.

**Features and Benefits:**

- Assistance with exploring, creating, distributing and evaluating online learning activities
- Assistance with choosing from alternative applications of technology to accomplish specific pedagogical goals
- Recommendations for structuring course content based on Quality Matters standards
- Assistance outlining assessments aligned with course goals and objectives

**Included:**

- Personal One-on-One Consultations
- Troubleshooting of problems if encountered when introducing new uses of technologies
- Evaluation of technology solutions that enhance the learning environment
- Documentation and development of workshops to support the use of teaching and learning technologies and compliance regulations (accessibility, copyright, etc.).
- Orientations to online learning and the use of the university learning management system
- Classroom visits to introduce new technologies

**Eligibility:**

FSU faculty, students and staff may request assistance during normal business hours (8:00 am – 5:00 pm). Off-hours meetings may be arranged with advance notice.

**Prerequisites:**

- Faculty, students and staff who are actively employed by or enrolled in a course at FSU may request assistance.

**Requesting the Service:**

Initiate request through the Information Technology Services (ITS) incident and request management solution portal or via it@framingham.edu
**Related Documentation:**

Training material is documented on an eLearning site: [http://elearning.fscmedia.com](http://elearning.fscmedia.com)

**Fulfillment Target:**

Initial response to schedule a meeting will be within 2 business days of the request.